

Contact Details

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Address: Muscat, Oman

Personal Data

Name: Mostafa Mohamed Abdelatief

Nationality: Egyptian

Marital Status: Married.

Military status: Exempted

Birth Date: 01/02/1983



Education

- Bachelor's degree of Tourism and Hotels.
- Special Diploma in English Language Education 2005
- Professional Diploma in English Language Education 2004
- Bachelor's degree of English language literature & Education May 2003

Languages

Arabic: Native language

English: Excellent Speaking, reading and writing.

Italian: Good Speaking, reading and writing.

Russian: Good

Operating Systems

- Opera
- Fidelio 8 "Suite 8"
- Fidelio 6.24
- Comsys
- Pro Master
- Protel

Career Experiences

Swiss-Belinn Muscat “128 rooms, Muscat, Oman

www.swiss-belhotel.com

From 01 December 2020 until present

Opening Team

Rooms and Revenue Manager

- Oversee Rooms Division and revenue operations including, but not limited, to Revenue, front office, and Housekeeping
- Evaluate Guest satisfaction levels and monitor trends with a focus on continuous improvement
- Operate within departmental budgets through effective stock and cost controls and well managed schedules
- Set departmental targets and objectives, work schedules, budgets, and policies and procedures
- Monitor the appearance, standards and performance of the Room Division Team with an emphasis on training and teamwork
- Ensure team members have an up-to-date knowledge of all room categories and amenities
- Maintain good communication and work relationships in all hotel areas and with external customers and suppliers
- Ensure staffing levels cover business demands
- Ensure ongoing training
- Ensure communication meetings are conducted and post-meeting minutes generated
- Recruit, manage, train and develop the Room Division team
- Contribute to succession planning within the hotel and company
- Ensure team members comply with hotel security, fire regulations and all health and safety legislation
- Proficient in property management systems
- Assist other departments wherever necessary
- Implement revenue management operations, procedures and best practices.
- Identify new revenue opportunities.
- Provide daily, weekly and monthly reporting.
- Optimize and expand distribution partnerships.
- Act as overall business development consultant for the hotel manager
- Challenge and influence hotel to improve service level and operational standards.
- Build and maintain strong working relationships with levels of staff at the client hotel.
- Travel regularly to each hotel.
- Embed a revenue management culture.

TheLocal Hotels Grozny “130 rooms” 5 *, Grozny, Russia

www.thelocalhotels.com

From 01 March 2018 until 30 November 2020

Opening Team

Operations Manager

As an Operations Manager, I’m responsible for overseeing all Division operations to deliver an excellent Guest and Member experience. Responsible for evaluating guest satisfaction and set department targets and objectives. Specifically, responsible for performing the following tasks to the highest standards:

- Supervise the Department Managers and their teams in providing best-in-class service
- Coach and develop their direct reports and the team
- Drive Associate engagement
- Uphold operating standards and drive Guest and team safety and satisfaction
- Hold leaders accountable for managing venue operations
- Hold departments accountable for budgets and spending
- Forecast and control sales and expenses
- Delegate and follow-up on the completion of tasks
- Demonstrate Core Values: Fun, One Team, Excellence, Edgy Spirit and Caring
- Interact with Guests to check on the quality of their experience
- Leverage business metrics and trends to drive performance and to maximize profit and revenue
- Cultivate relationships with community leaders and organizations to ensure strong connections

Other Career Experiences:

- **Front Office & Revenue Manager, Coral Muscat Hotel & Apartments “88 rooms” 4 *, Muscat, Oman**
Opening Team

25th February 2016 until 28 February 2018

- **Front Office Manager, Sea Club Aqua Park, 5* 302 rooms), Sharm El Sheikh, Egypt.**
Opening Team

1st October 2012 till 15 February 2016

- **Assistant Front Office Manager, Sea Group Resorts (Sea Club 5*, Sea Life 5*, Sea Gardens 5* 900 rooms), Sharm El Sheikh, Egypt, In Charge of the Three Resorts.**

1st October 2010 till 30 September 2012

- **Night Manager, Savita Resort & Spa – Sharm El Sheikh- Egypt, 550 rooms, 5 *”**

1st April 2010 – till September 2010

- **Team Leader “Sol Sharm & Sol Cyrene Resorts -Sharm El Sheikh – Egypt, 446 rooms, 4*”.**

1st April 2009 – till March 2010

- **Shift Leader “Amphoras Holiday Resort – Sharm El Sheikh – Egypt, 502 rooms, 5*”**

1st October 2007 – 30th September 2008

- **Receptionist “Amphoras Holiday Resort – Sharm El Sheikh – Egypt, 502 rooms, 5*”**

1st October 2005 – 30th September 2007

REFERENCES AND ORIGINAL DOCUMENTS ARE AVAILABLE UPON REQUEST